OVERVIEW
This service level agreement (SLA) describes the type and level of hardware support provided to the University by the university’s PC Service Center (PCSVC). The information that follows details both PCSVC and customer responsibilities.

The PC Service Center provides warranty work on most university-owned Dell and Apple computers, including limited hardware upgrades, at no charge. At ITS’ discretion, customers may be referred directly to the manufacturer or other outside vendors for OOW (Out Of Warranty) work, for warranty work of non-Dell or Apple computers, or warranty work on computers purchased through vendors like Best Buy. The minimum supported computing hardware levels are Dell OptiPlex 7010, Latitude E6440 and Apple Intel-based iMac and MacBook class systems (circa 2010+). Computing equipment from other manufacturers or of earlier vintage may receive limited support and will need to be considered for service on a case by case basis.

POINTS OF CONTACT
ITS Personnel
- Jeff Guntert: PC Service Center Manager and certified Hardware Technician;
- Laurie Curry: Associate Director for Desktop Services and service level agreement arbiter.

University Customers
- Technology Coordinators (TC): support specialist acting on behalf of their constituent customers including those for public-use spaces;
- Individual Customer – university faculty or staff (students/student employees need to work through a recognized employee).

CENTER HOURS
The PC Service Center is operating hours are weekdays 8:00am-4:00pm. This excludes weekends, holidays and other times during which the university may be in recess; after-hours support is not available. ITS Service Center hours are posted at: http://www.albany.edu/service_center_hours.htm.

Due to staffing limitations, we ask that you please contact us via email (jguntert@albany.edu) or phone 2-5526 prior to bringing equipment down or picking it up.

SERVICES PROVIDED

1) DIAGNOSIS AND REPAIR OF DELL & APPLE COMPUTER HARDWARE
PCSVC will troubleshoot the issue down to the failed component, which generally includes the following:
- Testing all internal components via Dell or Apple Hardware diagnostics.
- Updating of BIOS or Firmware to current level (when possible)
- Reinstallation of OS to verify proper hardware operation

2) DIAGNOSIS AND REPAIR OF HP PRINTER HARDWARE
PCSVC will troubleshoot the issue down to the failed component, which generally include the following:
- Cleaning and maintenance of the printer.
- Testing with the user’s toner cartridge or we may request that they provide us with a new one for testing.
- Printing test pages from paper trays to ensure proper operation and print quality.
3) QUOTES FOR NEW COMPUTER EQUIPMENT
Customers are strongly encouraged to consult the PC Service Center prior to any new computer purchases. The university has standardized on Dell, Apple and HP printer hardware as the PC Service Center is certified to handle these warranty repairs. PCSVC is not in a position to adequately support other computer makes and models, so service may be protracted and limited to referral to outside vendor or manufacturer.

4) INSTALLATION OF ADDITIONAL COMPUTER COMPONENTS
PCSVC will install additional components purchased by customers at no charge, including:
- Memory
- Hard drives
- Video cards
- Optical drives

5) REQUESTING SERVICE/SUPPORT
1) Contact the ITS HelpDesk
The ITS HelpDesk serves as the centralized point of contact for all computing issues our customers encounter; enabling more timely and effective service to customers. To request services provided under this agreement, customers should complete a help request form at [http://www.albany.edu/its/help](http://www.albany.edu/its/help). In cases where an internet connection is not available, customers may call the ITS-HelpDesk at 442-3700.

2) Complete Hardware Intake Form
To properly accommodate your request for service please fill out a hardware repair form, print it and attach it to the item being brought in for repair. The form is available at: [http://www.albany.edu/its/pc_repair.htm](http://www.albany.edu/its/pc_repair.htm)

3) Customer Responsibilities Prior to Intake:
Customer are asked to provide the following information regarding the specific equipment problem:
- The name, office address, phone number, and department of the person needing assistance;
- The exact error messages, if any, that appeared on the user’s screen;
- What the happened immediately prior to the problem's occurrence.

**Please be advised it is the customer’s responsibility to backup their data before they bring equipment in for service. The PC Service Center is not responsible for any data loss as the repair process may render data irretrievable.

6) SERVICE PRIORITIES
Requests are generally handled in a first in, first out order, however may be prioritized according to impact and the availability of replacement parts. Most repairs are completed within 2 business days after the equipment has been dropped off for service, however this timeframe may be extended at times during the year due to workload and staffing.

7) ADDITIONAL CENTER RESPONSIBILITIES
- Work with customers in their interactions with technical vendors (ex: Dell, Apple, HP) to help the customer purchase equipment or resolve issues, as time allows;

ITEMS OUTSIDE SCOPE OF CENTER SUPPORT
Some requests fall outside the scope of the PC Service Center, including:
- Data backup or retrieval
- Computer hard-drive wiping for surplus
- Support for non-university owned equipment
- Support for OOW (Out Of Warranty equipment) - please see Supported Hardware document for details.